



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Sage Telecom, Inc.
for Filing Period 1/1/2009 to 3/31/2009
Tracking Number 2763

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	95.00 *	92.00 *	123.00 *	103.33 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	102.00 *	70.00 *	95.00 *	89.00 *
E. Percent of Service Installations Section 730.540(a)	87.70% *	94.00 %	88.70% *	90.13 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	94.80% *	90.90% *	87.80% *	91.17% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.33	1.66	1.83	1.61
H. Percent Repeat Trouble Reports Section 730.545(c)	7.60 %	15.00 %	12.10 %	11.57 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.00 %	9.00 %	7.60 %	7.53 %
J. Missed Repair Appointments Section 730.545(h)	2	1	1	1
K. Missed Installation Appointments Section 730.540(d)	11	9	9	10

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$657.09	\$199.61	\$413.79	\$1,270.49
B. Number of credits issued for repairs - 24-48 hours	56	16	67	139
C. Number of credits issued for repairs - 48-72 hours	14	8	9	31
D. Number of credits issued for repairs - 72-96 hours	19	4	12	35
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$864.50	\$826.50	\$605.00	\$2,296.00
B. Number of installations after 5 business days	44	36	28	108
C. Number of installations after 10 business days	0	2	1	3
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0